

DD/A Registry
File *Security*

MEMORANDUM FOR: Deputy Director for Administration

FROM : Robert W. Gambino
Director of Security

SUBJECT : Procedures for the Handling of Crank Mail

REFERENCE : Inspector General memorandum dated
15 April 1976, same subject

Noted by DD/A 1 MAY 1976

1. This memorandum is for information in response to your inquiry regarding referenced memorandum.

2. Correspondence from the public is received, x-rayed, and processed by the Mail and Courier Branch, Office of Logistics. Letters addressed to the Director, to a specific individual, or to a specific office are forwarded unopened to the addressee. Mail addressed only to the Agency is opened and scanned. Items which can be identified as legitimate mail are forwarded to appropriate components. Obvious crank mail is forwarded to the External Activities Branch, Office of Security.

3. Crank mail received in the Office of Security is promptly scanned for threats of injury to persons, damage to property, bomb threats, suicide notes, or any other item requiring immediate action. Mail not requiring immediate attention is later thoroughly read and analyzed by a professional employee, who marks it for disposition through indexing and filing, referral to another component, translation, or reply as appropriate.

4. Mail going to the DCI Office is opened and screened by the Executive Secretariat. Crank mail identified at that point is either handled directly, sent to appropriate components for action, or sent to the Office of Security for disposition. This latter portion receives the same analysis

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and processing as described in paragraph 3. Also, other Agency components receiving mail addressed specifically to them usually send the crank items to the Office of Security for disposition.

5. On occasions there have been delays in handling crank mail. Sometimes components did not recognize the items as a potential problem, or they delayed sending it to the Office of Security or they did not know where to send it. There is also the problem of the volume which has increased by 100% this fiscal year over last fiscal year. Many items are bulky; many are unreadable and unintelligible. These factors can lead to human errors in handling and interpretation.

6. This Office plans, with your sanction, to work with appropriate elements of the Agency toward the production and distribution of an Agency-wide notice (to be followed by a regulation) on the subject. Such a notice should lessen the current confusion, heighten the probability that crank mail will indeed get to this Office and, in general, make the handling sequence more predictable.

Robert W. Gambino

REFERENCE

INSPECTOR GENERAL

76-0975

15 APR 1976

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76-1913


MEMORANDUM FOR: Deputy Director for Administration

FROM : Inspector General

SUBJECT : Procedures for the Handling of Crank Mail

1. In the course of our survey of the Office of Security, we were informed that so called "crank mail" received in the Agency is handled by different individuals or components on a case-by-case basis and that this had resulted in a lack of coordination or prompt and proper handling of potentially serious situations. While the Office of Security has developed special procedures and techniques for the handling, processing, and recording information on "crank mail" and threats, it appears that all such matters are not immediately recognized and promptly placed in their channels. We find that there is no Agency regulation that informs employees on what constitutes "crank mail," how to handle such items and what to do with it.

2. I believe that this is an area where Agency policy and procedures should be established and employees advised. I would appreciate your views on this matter.


Donald F. Chamberlain
Inspector General

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